

ZWAANSWYK ASSOCIATION OF PROPERTY OWNERS

2017/18

PROPOSED BUDGET

EXPENDITURE	As per Business Plan		Proposed Budget		Variance	
	R		R		R	
1. Employee Related	-	0.0%	-	0.0%	-	#DIV/0!
Salaries	-		-		-	
UIF	-		-		-	
Transport allowance	-		-		-	
Bonus Provision	-		-		-	
2. Core Business	687,039	64.3%	715,000	66.2%	27,961	4.1%
Cleansing Services	43,336		45,000		1,664	
Environmental Upgrading (Greening, landscaping, recycling, etc.)	-		-		-	
Law Enforcement Officers	-		-		-	
Security Services - CCTV monitoring	-		-		-	
Security Services	643,703		670,000		26,297	
Social Upliftment	-		-		-	
3. Depreciation	99,077	9.3%	102,000	9.4%	2,923	3.0%
4. Repairs and Maintenance	107,610	10.1%	104,000	9.6%	-3,610	-3.4%
5. Services Accounts ex CCT	8,712	0.8%	5,000	0.5%	-3,712	-42.6%
6. Interest Paid	-	0.0%	-	0.0%	-	#DIV/0!
7. General Expenditure	133,827	12.5%	122,200	11.3%	-11,627	-8.7%
Accommodation (Rent)	-		-		-	
Accounting fees	17,334		10,000		-7,334	
Administration and management fees	64,137		64,000		-137	
Auditor's remuneration	13,868		11,500		-2,368	
Advertising	4,623		4,000		-623	
Bank charges	3,467		3,000		-467	
Computer expenses (including Website)	1,387		1,500		113	
Contingency / Sundry	6,934		-		-6,934	
Donations	-		-		-	
Entertainment	-		-		-	
Insurance	14,451		20,500		6,049	
Lease rental on equipment	-		-		-	
Marketing and promotions	-		-		-	
Meeting expenses	1,733		1,700		-33	
Motor vehicle expenses	-		-		-	
Newsletter expenses	-		-		-	
Office security	-		-		-	
Operational costs	-		-		-	
Postage	-		-		-	
Printing and stationery	2,311		2,500		189	
Protective clothing	-		-		-	
Secretarial duties	2,889		2,500		-389	
Staff welfare (tea, Coffee, etc.)	-		-		-	
Subscriptions	-		-		-	
Telephone and fax	693		1,000		307	
Training	-		-		-	
Traveling	-		-		-	
Other: Specify	-		-		-	
8. Operational Projects	-	0.0%	-	0.0%	-	#DIV/0!
Provide Detail	-		-		-	
Provide Detail	-		-		-	
Provide Detail	-		-		-	
Provide Detail	-		-		-	
Provide Detail	-		-		-	
9. Capital Projects	-	#DIV/0!	-	#DIV/0!	-	#DIV/0!
Provide Detail	-		-		-	
Provide Detail	-		-		-	
Provide Detail	-		-		-	
Provide Detail	-		-		-	
Provide Detail	-		-		-	
10. Capital Expenditure	-	0.0%	-	0.0%	-	#DIV/0!
Office Furniture	-		-		-	
Office Equipment	-		-		-	
Computer Equipment	-		-		-	
CCTV Cameras	-		-		-	
Electric Fence	-		-		-	
Security Equipment	-		-		-	
Vehicles	-		-		-	
Other: Specify	-		-		-	
Other: Specify	-		-		-	
11. Future Provision	-	0.0%	-	0.0%	-	#DIV/0!
Assets	-		-		-	
Operational Project	-		-		-	
Capital Project	-		-		-	
Other: Specify	-		-		-	
12. Bad Debt Provision 3%	32,049	3.0%	32,419	3.0%	370	1.2%
TOTAL EXPENDITURE	1,068,314	100.0%	1,080,619	100.0%	12,305	1.2%

YEAR IMPLEMENTATION PLAN

1st July 2017 to 30th June 2018

PROGRAM 1 - MANAGEMENT & OPERATIONS				
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Direction & leadership for the Board and Organisation	CHAIRMAN	ON GOING	Successful implementation of the business plan	
2. Successful Day-to-day management and operations	MANAGER	ON GOING	Regular feedback at board meetings and no of complaints from members	
3. Appointment of staff and consultants	BOARD	AS REQUIRED	Consultants contracts reviewed annually	
4. Board meetings	CHAIRMAN	6	Meeting minuted and posted on website. Portfolio reports tabled at board meetings.	
5. Financial reports to CoCT	MANAGER	12	Monthly reports submitted by manager by 15 th of every month.	
6. Communicate Arrears List	MANAGER	6	Reviewed at board meetings	
7. Audited Financial Statements	BOARD	1	Unqualified audit approved by board by 31 st August.	
8. Submit Management Report and Annual Financial Statements to Sub-council(s)	MANAGER	1	Submitted within 3 months of AGM.	
9. Annual General Meeting	CHAIRMAN	2	Hosting of AGM in terms of MOI and SRA legislation.	
10. Promote and develop ZAPO NPC membership	DIRECTORS	ON GOING	New and potential membership reviewed at each board meeting	
11. Maintain Website	COMMS COMMITTEE	ON GOING	Reviewed by board at board meetings	
12. Comply with all Company Act requirements	BOARD	ON GOING	Reviewed by board at board meetings	
13. Interact with property owners	MANAGER	AD HOC	Managers response to member's issues and report to board	
14. Visit ZAPO members	DIRECTORS	ON GOING	Feedback at board meetings and at AGM.	
15. Updating membership list	MANAGER	6	Membership reviewed at each board meeting	
16. Vat reconciliation/ tax returns	MANAGER	6	Confirmation from Financial Consultant	
17. Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services in the SRA	MANAGER	ON GOING	Feedback from manger and inspection of council facilities in SRA. Report to board.	
18. Tax Clearance Certificate Apply Timeously for new TCC	MANAGER	1	Confirmation of collection of tax clearance certificate by manager	
19. Mid year report	MANAGER	1	Submit mid-year report by end January to ISL	
20. Submit input to the integrated development plan	MANAGER	1	Annual submission to sub-council OD to Feb.	
21. Submit input to City Capital budget	MANAGER	1	Annual submission to sub-committee Oct to Feb.	
22. Submit input to City Capital Budget	MANAGER	1	Annual Submission to Sub Council Oct to Feb	
23. Present Monthly Income and Expenditure at Board meeting	MANAGER	6	Board members are informed of Budget info	

PROGRAM 2 - SECURITY

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Identify the root causes of Crime in conjunction with existing service provider	SECURITY COMM WITH SERVICE PROVIDER	ON GOING	Incorporate into security safety plan	
2. Appointment of relevant service providers.	SECURITY COMM	1	Service provider compliance with terms and contracts.	
3. Develop a Security Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.	SECURITY COMM	1	Feedback from security service provider and incorporate in security safety plan	
4. Deploy security resources accordingly and effectively on visible patrols. Security personnel and patrol vehicles to be easily identifiable	SERVICE PROVIDER	6	Reviewed at each board meeting and annually with security service provider. Report tabled at board meetings.	
5. Assist the police through participation by SRA in the local police sector crime forum and communicate with Tokai Crime Watch	SECURITY COMM	4	Attend Tokai Community Police Forum meetings and give feedback to board members	
6. Monitor and evaluate the security strategy and performance of service delivery on a 2 monthly basis	BOARD	6	Reviewed at each board meeting	
a. Weekly fence report	FENCE COMM	52	Reviewed weekly by a director of the fence portfolio.	
b. Maintain Incident Report Desk	MANAGER	ON GOING	Reported at each board meeting	
c. On-site inspection of Security Patrol officers	DIRECTORS	AD HOC	Vehicles and officers visible and well presented and report and board meetings	
7. CCTV camera monitoring	SERVICE PROVIDER	ON GOING	Report from service provider tabled at board meetings	

PROGRAM 3 - CLEANSING AND MAINTENANCE INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Develop a fence and fence strip maintenance strategy with clear deliverables and defined performance indicators to guide cleansing and delivery from the appointed service provider.	FENCE COMM	6	Performance measured and reviewed against Fence Cleaning contract at board meetings	
2. Appointment of relevant service providers.	FENCE COMM	12	Service provider compliance with terms and contracts	
3. Monitor and evaluate the maintenance strategy and performance of all service delivery	FENCE COMM	12	Report to board at board meetings	
4. Identifying Health and safety issues within the area and reporting to Council with C3 notification reference no's	MANAGER	AD HOC	Reviewed by board as necessary	
5. Monitor and combat Illegal Dumping	DIRECTORS	ON GOING	No dumping (prevention) and cleaning when it does take place.	
6. Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives	ENVIRON COMM	ON GOING	Participation of members in recycling programs and promotion of responsible service providers	

PROGRAM 4 - URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Identify problem areas with respect to: <ul style="list-style-type: none"> a. street lighting; b. missing drain covers/cleaning of drains c. maintenance of road surfaces sidewalks d. cutting of grass / removal of weeds e. road markings / traffic signs Use the established service levels to design the provision of supplementary services without duplication of effort	MANAGER	ON GOING	C3 notification to relevant City department with monthly inspections and report to board at board meetings	
2. Identify and report infrastructure supplementing existing Council Services: <ul style="list-style-type: none"> a. Street lighting b. Dumping c. Refuse Removal d. Waterworks e. Sewerage f. Roads and Storm water g. Traffic signals and line painting h. Pedestrian safety i. Road repairs 	MANAGER	ON GOING	C3 notification to relevant City department with monthly inspections and report to board at board meetings	
3. Monitor maintenance required by council relating to upgrading and repair or roads, pavements, open spaces and street lighting.	MANAGER	ON GOING	C3 notification to relevant City department with monthly inspections and report to board at board meetings	
4. Compile a list of prioritized needs to enhance the objectives of the ZAPO and liaise with the relevant City departments to correct	BOARD	1	Report on working relationships with City department	
5. Stray dogs/ animals	MANAGER	AD HOC	Circulate to members via social media and report at board meeting.	

PROGRAM 5 - SOCIAL INTERVENTION INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Promote community up-liftment by encouraging sustainability.	SOCIAL MANAGEMENT	ONGOING	Provide members with information through social media.	
2. Identify needs in Westlake community and develop relationship with "Soil for Life"	SOCIAL MANAGEMENT	ONGOING	Review at board meetings	
3. Sourcing labour from local community at Westlake	SOCIAL MANAGEMENT	ONGOING	Fence strip maintenance contract erosion maintenance labourer	
4. Identify and determine strategies by means of an integrated approach to address homelessness and the relief measures available – current and future.	SOCIAL MANAGEMENT	ONGOING	Social intervention plan with clear deliverables and defined performance in dicators to guide delivery	This is done comprehensively at the implementation of the CID and then modified continuously.
5. Work in conjunction with local social welfare and job creation organisation and develop the delivery of the supplementary services to improve the urban environment.	SOCIAL MANAGEMENT	ONGOING	Social intervention plan with clear deliverables and defined performance in dicators to guide delivery	This will be a long term planof action that will take time to develop. Refer to Program 4-6 and 3-10.
6. Coordinate the local NGO to assist in cleaning rpgams where applicable	SOCIAL MANAGEMENT	ONGOING	As required	Refer to Program 4-6 and 5-2.
7. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary services to improve the urban development.	SOCIAL MANAGEMENT	ONGOING	Development of a long term sustainable work program.	This is done comprehensively at the implementation of the CID and then modified continuously. Also refer to Program 5-1 and 3-10.

PROGRAM 6 - MARKETING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Regular newsletters and newsflashes	COMMS COMM	AD HOC	Report communications with members at board meetings.	
2. Establish and maintain a website	COMMS COMM	6	Maintain an up to date website and report communications with members at board meetings.	
3. Maintain Whatsapp group	COMMS COMM	6	Report communications with members at board meetings.	

